

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
ANNUAL STATISTICAL PROFILE 2000-2001

Gray Davis, Governor
State of California

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State and Consumer Services Agency

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Department of Consumer Affairs

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CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

The mission of the Department of Consumer Affairs is to promote and protect the interests of California consumers. Its role is also to protect licensees from unfair competition from unlicensed practitioners.

The California Department of Consumer Affairs comprises 40 entities - 9 bureaus, 1 program, 24 boards, 3 committees, 1 commission, 1 office, and 1 task force - that license more than 2.3 million Californians in more than 230 different professions. These entities establish minimum qualifications and levels of competency for licensure; license, register, or certify practitioners; investigate complaints; and discipline violators. Boards, committees, and the commission are semiautonomous bodies whose members are appointed by the Governor and the Legislature. The Department provides them administrative support. Department operations are funded almost exclusively by license fees.

The Department submits to the Governor and the Legislature the following Annual Statistical Profile for these 40 entities, reporting information about the number and nature of licenses, certificates, and permits; complaints and actions; and monetary savings and restitution to California consumers. The Occupational Therapy Board will begin its licensing process in 2002. This report is not intended to represent the entire workload performed by DCA entities, but rather to highlight some of their activities. For additional or more detailed information, individual boards, bureaus, committees, commission programs, and divisions should be contacted.

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DEPARTMENT OVERVIEW							
FISCAL YEAR 2000-2001	No. Board Members	Authorized Civil Service Positions	No. Exempt Employees	No. Field Offices	No. License Classes	Annual Budget FY 01-02	Expenditures FY 00-01
Program / Divisions ***							
Arbitration Certification	0	6.4	0.0	0	0	\$807,000	\$578,300
Administrative & Information Services Division	n/a	385.7	9.8	0	n/a	\$75,833,000	\$72,871,468 *
Communication & Education Division	n/a	13.4	1.0	0	n/a	\$1,349,000	\$1,197,831
Consumer Relations & Outreach Division	n/a	68.7	0.0	0	n/a	\$9,312,000 *	\$3,808,382
Division of Investigations	n/a	82.7	0.0	8	n/a	\$6,552,000	\$6,141,507
Business Services Agencies							
Accountancy	10	62.0	1.0	1	5	\$10,132,000	\$9,940,433
Athletic Commission	7	11.9	1.0	1	16	\$936,000	\$741,122
Automotive Repair***	13 *	718.4	4.0	11	5	\$139,097,000	\$120,985,634
Barbering & Cosmetology***	15 *	74.0	0.0	2	11	\$10,775,000	\$9,345,218
Cemetery & Funeral***	0	23.2	0.0	0	11	\$2,553,000	\$1,598,240
Court Reporters	5	3.5	1.0	0	1	\$716,000	\$715,938
Electronic & Appliance Repair***	0	23.5	0.0	0	5	\$1,671,000	\$1,533,884
Home Furnishings & Thermal Insulation***	0	33.6	1.0	0	9	\$3,270,000	\$2,731,512
Security & Investigative Services***	15 *	44.4	1.0	0	23	\$6,236,000	\$8,740,782
Private Postsecondary & Vocational Education***	18 *	70.0	1.0	0	5	\$6,855,000	\$6,091,502
Design / Construction Agencies							
Architectural Examiners	10	21.5	1.0	0	1	\$2,811,000	\$2,776,482
Landscape Architects	5 *	4.0	0.0	0	1	\$594,000	\$590,269
Contractors	15	469.5	1.0	11	42 *	\$48,733,000	\$45,323,838
Engineers & Land Surveyors	13	37.5	1.0	0	18	\$7,361,000	\$6,973,285
Geologists & Geophysicists	7	6.0	1.0	0	4	\$1,145,000	\$842,818
Structural Pest Control	7	28.5	1.0	0	4	\$3,188,000	\$2,892,932
Healing Arts Agencies							
Acupuncture	9	8.0	1.0	0	1	\$1,846,000	\$1,620,256
Behavioral Sciences	11	31.0	1.0	0	7	\$4,825,000	\$4,414,484
Dental Auxiliaries	9	7.5	1.0	0	4	\$1,449,000	\$1,435,651
Dental Board	11	47.3	1.0	1	1	\$6,937,000	\$5,914,487
Dispensing Opticians **	0	1.0	0.0	0	1	\$299,000	\$202,249
Guide Dogs for the Blind***	7	0.5	1.0	0	3	\$125,000	\$131,561
Hearing Aid Dispensers***	7 *	3.7	0.0	0	4	\$661,000	\$512,978
Midwifery **	0	0.0	0.0	0	0	\$0	\$0
Nursing Home Administrators***	0 *	5.0 *	0.0 *	0 *	1 *	\$521,000 *	\$408,426 *

DEPARTMENT OVERVIEW, continued

FISCAL YEAR 2000-2001	No. Board Members	Authorized Civil Service Positions	No. Exempt Employees	No. Field Offices	No. License Classes	Annual Budget FY 01-02	Expenditures FY 00-01
Occupational Therapy *	7	1.5	0.5	0	1	\$558,000	\$61,385
Optometry	9	6.0	1.0	0	3	\$1,098,000	\$1,120,219
Outpatient Settings **	0	0.0	0.0	0	1	\$0	\$0
Pharmacy	11	53.5	1.0	0	12	\$7,205,000	\$6,953,288
Physical Therapy	7	7.5	1.0	0	4	\$2,083,000	\$2,053,346
Physician Assistant	9	4.3	1.0	0	3	\$856,000	\$843,369
Physicians & Surgeons **	19	296.6	1.0	12	2	\$36,815,000	\$35,984,633
Podiatric Medicine	7	4.0	1.0	0	2	\$1,026,000	\$1,022,281
Psychology	9	12.0	1.0	0	3	\$3,059,000	\$2,616,034
Registered Nursing	9	94.0	1.0	1	1	\$14,034,000	\$13,921,422
Research Psychoanalysts **	0	0.0	0.0	0	1	\$0	\$0
Respiratory Care	9	23.4	1.0	0	1	\$2,923,000	\$2,148,900
Speech-Language Pathology and Audiology	9	4.0	1.0	0	8	\$579,000	\$531,457
Telephone Medical Advice ***	0	5.0	0.0	0	1	\$158,000	\$125,215
Veterinary Medicine & Veterinary Technicians	7	9.0	1.0	0	6	\$1,811,000	\$1,773,059
Vocational Nursing	11	30.0	1.0	0	1	\$4,126,000	\$4,320,182
Psychiatric Technicians	0	4.8	0.0	0	1	\$1,137,000	\$1,044,529
DEPARTMENT TOTALS	317	2,848.0	43.3	48	234	434,057,000	395,580,788

* Endnote appears at the end of the report

** Program overseen by the Medical Board of California

*** Bureaus, Programs and Divisions under the Director's authority.

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Departmental Consumer Assistance Agencies

CONSUMER INFORMATION CENTER				
Fiscal Year 2000/2001	CALL CENTER ACTIONS BY CATAGORY			Total Program Actions
	General Inquiries	Licensing	Complaint Related	
Acupuncture	183	55	55	293
Automotive Repair	634,111	8,729	47,551	690,391
Barbering & Cosmetology	14,187	97,730	1,868	113,785
Cemetery & Funeral	448	1,023	770	2,241
Electronics & Appliance Repair	350	1,009	1,808	3,167
Hearing Aid Dispensers	69	74	160	303
Home Furnishings & Thermal Insulation	128	608	1,269	2,005
Respiratory Care	46	2	3	51
Security & Investigative Services	3,544	13,861	856	18,261
Arbitration	2,694	n/a	554	3,248
General / Non-Board Non-Bureau	213,396	n/a	n/a	213,396
Total Center Actions	869,156	123,091	54,894	1,047,141

CONSUMER ASSISTANCE PROGRAM													
Fiscal Year 2000-2001	PROGRAM PARTICIPATION *					COST *				EMISSIONS REDUCTION *			
	Applications Received	Applications Denied	Applications Pending	Total Number of Gross polluters	Total Vehicles Repaired/ Retired	Total Stations/ Dismantlers Participating	Average State Repair Cost	Average Consumer Repair Cost	Total Repair Cost	CO (in tons)	HC (in tons)	Nox (in tons)	Total Emissions Reduction
Repair Assistance	37,098	6,267	NDA	6,239	11,762	176	\$ 335.00	\$ 74.96	\$ 409.96	1,456.0	100.6	53.3	1,609.9
Vehicle Retirement	41,644	9,695	NDA	14,113	19,242	31	n/a	n/a	n/a	5,715.6	672.6	141.0	6,529.2

n/a – Not applicable

NDA – No Data Available. Due to the nature of the tracking system, data cannot be displayed in this format.

Business Services Agencies

FISCAL YEAR 2000-2001	LICENSES & REGISTRATIONS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES/ REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES/ REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES/ REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL/ PRACTICAL
Accountancy	2,265	0	2,186	40,640	26,067	28,235	19,656	*	n/a	n/a
Athletic Commission	2,115	232 *	1,883	1,883	n/a	n/a	696 *	100%	100% *	n/a
Automotive Repair & Smog Check	9,478	267	13,590	61,180	11,946 *	44,967 *	10,947	*	n/a	n/a
Barbering & Cosmetology	34,278	134	19,236	345,384	75,652	159,497	27,686	1	n/a	77%
Cemetery & Funeral	2,363	1	2,476	8,647	1,356	7,228	359	59%	n/a	n/a
Court Reporters	460	1	152	7,912	1,744	7,912	1,056	75%	n/a	37%
Electronic & Appliance Repair	2,248	2	2,032	11,110	612	9,551	n/a	n/a	n/a	n/a
Home Furnishings & Thermal Insulation	2,225	0	2,376	19,272	948	7,693	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education	1,746	18	1,829	3,220	NDA	842	n/a	n/a	n/a	n/a
Security & Investigative Services	57,172	3,065	34,398	191,707	44,546 *	48,509	1,968	73%	n/a	n/a
TOTALS	114,350	3,720	80,158	690,955	162,871	314,434	62,368			

* Endnote appears at the end of the report.
n/a - Not applicable

FISCAL YEAR 2000-2001	CERTIFICATES & PERMITS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTIFICATES / PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES/ PERMITS	TOTAL INACTIVE CERTIFICATES/ PERMITS	CERTIFICATES / PERMITS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Auto Repair & Smog Check	182 *	6	166	2,832	12	n/a	n/a	n/a	n/a	n/a
Cemetery & Funeral	284 *	0	267 *	562 *	898	n/a	n/a	n/a	n/a	n/a
Private Postsecondary & Vocational Education	NDA	72	4,985 *	NDA	n/a	n/a	n/a	n/a	n/a	n/a
Security & Investigative Services	5,561	104	4,549	32,139	59,599 *	7,084	542	45%	n/a	n/a
TOTALS	6,027	182	9,967	35,533	60,509	7,084	542			

* Endnote appears at the end of the report.
n/a - Not applicable
NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Business Services Agencies

FINGERPRINTS	
FISCAL YEAR 2000-2001	NUMBER OF CRIMINAL RECORDS RECEIVED
Accountancy	86 *
Athletic Commission	15 *
Cemetery & Funeral	17 *
Court Reporters	6
Electronic & Appliance Repair	16
Private Postsecondary & Vocational Education	8
Security & Investigative Services	5,407
TOTALS	5,555

APPROVALS / ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 2000-2001	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS / ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Accountancy	n/a	21 *	882
Automotive Repair & Smog Check	84	n/a	n/a
Barbering & Cosmetology	222	24	0
Court Reporters	18	n/a	n/a
TOTALS	324	45 0	882

* Endnote appears at the end of the report.

n/a - Not applicable

COMPLAINTS RECEIVED BY SOURCE					
FISCAL YEAR 2000-2001	PUBLIC	GOVERNMENT / LAW ENFORCEMENT	PROFESSION	INTERNAL / OTHER	TOTAL COMPLAINTS RECEIVED
Accountancy	301	13	8	87	409
Athletic Commission	150 *	0	154	27 *	331
Automotive Repair & Smog Check	21,589	1	19	1,018 *	22,627
Barbering & Cosmetology	1,381	17	19	1,041	2,458
Cemetery & Funeral	409	17	32	260	718
Court Reporters	60	21	26	15	122
Electronic & Appliance Repair	842	1	16	79	938
Home Furnishings & Thermal Insulation	337	4	5	61	407
Private Postsecondary & Vocational Education	692	0	0	0	692
Security & Investigative Services	686	70	144	2,129	3,029
TOTALS	26,447 0	144 0	423 0	4,717 0	31,731

* Endnote appears at the end of the report.

Business Services Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION													
FISCAL YEAR 2000-2001	COMPLAINTS CLOSED BY CATEGORY											TOTAL COMPLAINTS CLOSED	TOTAL COMPLAINTS PENDING
	CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH AND SAFETY	SEXUAL MISCONDUCT	UNLICENSED/ UNREGISTERED	NON-JURISDICTIONAL	OTHER		
Accountancy	0	3	22	4	54	4	n/a	0	142	20	56	305	126
Athletic Commission	27	0	0	0	24	0	150	0	130	0	0	331	8
Automotive Repair & Smog Check	3,055	2,043	11,391	98	6	2	3,326	0	2,684 *	0	61	22,666	2,850
Barbering & Cosmetology	1	288	154	120	11	309	599	20	865	72	36	2,475	1,421
Cemetery & Funeral	129	8	30	7	80	18	30	0	9	21	98	430	602
Court Reporters	11	2	0	9	72	0	0	0	13	7	0	114	4
Electronic & Appliance Repair	281	0	221	9	0	0	0	0	167	0	1	679	59
Home Furnishings & Thermal Insulation	164	1	52	25	0	0	0	0	46	20	0	308	59
Private Postsecondary & Vocational Education	219	114	13	0	13	0	2	0	160	46	152	719	472
Security & Investigative Services	352	72	53	1	412	1,976	19	0	248	8	36	3,177	690
TOTALS	4,239	2,531 0	11,936 0	273 0	672 0	2,309 0	4,126 0	20 0	4,464 0	194 0	440 0	31,204 0	6,291

* Endnote appears at the end of the report.

n/a - Not applicable

INFORMAL ACTIONS				
FISCAL YEAR 2000-2001	WARNING / CEASE AND DESIST LETTERS ISSUED	OFFICE CONFERENCE / INFORMAL HEARING	REPRIMAND / VIOLATION / EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS
Accountancy	105	33	20	158
Athletic Commission	40	0	0	40
Automotive Repair & Smog Check	2,330	729	8,642	11,701
Barbering & Cosmetology	566	n/a	769	1,335
Cemetery & Funeral	58 *	7	44 *	109
Court Reporters	17	4	0	21
Electronic & Appliance Repair	n/a	47	390	437
Home Furnishings & Thermal Insulation	434	2	203	639
Private Postsecondary & Vocational Education	1	0	0	1
Security & Investigations Services	287	381	521	1,189
TOTALS	3,838	1,203 0	10,589 0	15,630

* Endnote appears at the end of the report.

n/a - Not applicable

Business Services Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2000-2001	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	TOTAL INVESTIGATIONS PENDING	REFERRALS	
		CONTRACTUAL	FRAUD	INCOMPETENCE/ NEGLIGENCE	PRODUCT/ SERVICE/ QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH AND SAFETY	SEXUAL MISCONDUCT	UNLICENSED/ UNREGISTERED	OTHER			REFERRED TO AG	REFERRED TO DA / CA
Accountancy	20	*	0	0	0	0	0	0	0	0	0	0 *	14	0 *	0
Athletic Commission	3	0	0	3	0	0	0	0	0	0	0	3	0	3	0
Barbering & Cosmetology	84	0	15	28	0	0	1	6	1	32	1	84	68	119	15
Cemetery & Funeral	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1 *
Court Reporters	4 *	0	2	0	0	7	0	0	0	0	0	9	0	4	1
Electronic & Appliance Repair	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Home Furnishings & Thermal Insulation	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Privated Postsecondary & Vocational Education	1	1	2	0	0	0	0	0	0	0	0	3	1	0	0
Security & Investigative Services	24	1	7	1	0	7	0	1	0	7	0	24	41	1	9
TOTALS	136	2	26	32	0	14	1	7	1	39 0	1 0	123 0	125 0	127 0	26

* Endnote appears at the end of the report.

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2000-2001	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	TOTAL INVESTIGATIONS PENDING	REFERRALS	
		CONTRACTUAL	FRAUD	INCOMPETENCE / NEGLIGENCE	PRODUCT / SERVICE / QUALITY	UNPROFESSIONAL CONDUCT	PERSONAL CONDUCT	HEALTH AND SAFETY	SEXUAL MISCONDUCT	UNLICENSED / UNREGISTERED	OTHER			REFERRED TO AG	REFERRED TO DA / CA
Accountancy	84	0	3	23	1	53	4	0	0	29	11	124 *	39	32 *	0
Athletic Commission	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Automotive & Smog Repair	1,327 *	25	396	396	4	0	1	0	0	71 *	344	1,448 *	454	340	201
Cemetery & Funeral	528	31	8	18	0	50	13	29	0	8	54	495	484	15	0
Electronic & Appliance Repair	297	40	39	82	14	6	0	1	0	92	10	394	54	0	1
Home Furnishings & Thermal Insulation	80	10	4	2	1	0	0	22	0	70	1	131	29	0	0
Private Postsecondary & Vocational Education	49	15	5	0	0	0	0	0	0	0	1	3,026	28	0	0
Security & Investigative Services	3,005	328	52	46	3	447	1,782	14	0	282	51	7,997	679	120	0
TOTALS	5,370	449	507	567	23	556	1,800	66	0	552	472	13,615	1,767	507	202

* Endnote appears at the end of the report.

Business Services Agencies

ACTIONS FILED						
FISCAL YEAR 2000-2001	ACCUSATIONS / PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS / INTERIM SUSPENSION ORDERS ISSUED
Accountancy	19	1	38	2	0	0
Athletic Commission	0	0	0	0	0	0
Automotive Repair & Smog Check	473	190	675 *	208	55	1 *
Barbering & Cosmetology	74	28	n/a	9	0	0
Cemetery & Funeral	1	2	66	1	0	0
Court Reporters	2	2	20	0	0	0
Electronic & Appliance Repair	4	1	45	1	0	0
Home Furnishings & Thermal Insulation	1	0	36	0	0	0
Private Postsecondary & Vocational Education	0	0	0	0	0	0
Security & Investigative Services	983	18	56	9	0	0
TOTALS	1,557	242 0	936 0	230 0	55	1

* Endnote appears at the end of the report.

n/a - Not applicable.

Business Services Agencies

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS									
FISCAL YEAR 2000-2001	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN/ DISMISSED
Accountancy	14	0	10	0	7	n/a	0	0	1
Athletic Commission	15 *	22	0	272 *	0	0	8	0	3
Automotive Repair & Smog Check	250	2	81	2	89	0	31	0	16
Barbering & Cosmetology	51	10	39	0	23	0	10	1	20
Cemetery & Funeral	6	0	0	0	3	0	0	0	0
Court Reporters	1	0	0	0	3	0	0	0	0
Electronic & Appliance Repair	1	1	0	0	0	n/a	2	0	0
Home Furnishings & Thermal Insulation	0	0	0	0	0	n/a	0	0	1
Private Postsecondary & Vocational Education	0	0	0	0	0	0	18	33 *	24
Security & Investigative Services	698	3	1	1	22	0	3	20	143
TOTALS	1,036	38	131	275	147	0	72	54	208

* Endnote appears at the end of the report.

n/a - Not applicable

PETITIONS FOR PENALTY RELIEF				
FISCAL YEAR 2000-2001	PETITIONS FOR MODIFICATION/ TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES/REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Accountancy	1	0	2	2
Athletic Commission	0	0	0	0
Automotive Repair & Smog Check	1 *	0 *	5 *	85 *
Barbering & Cosmetology	0	0	3	1
Cemetery & Funeral	0	0	0	0
Court Reporters	0	0	0	0
Electronic & Appliance Repair	0	0	0	2
Home Furnishings & Thermal Insulation	0	0	0	0
Security & Investigative Services	2	0	0	0
TOTALS	4	0	10	90

* Endnote appears at the end of the report.

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

INSPECTION DATA				
FISCAL YEAR 2000-2001	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Athletic Commission	220 *	5 *	4	0
Automotive Repair & Smog Check	26,951 *	1,260 *	2,517 *	91 *
Barbering & Cosmetology	8,554	n/a *	12,253 *	15,503 *
Cemetery & Funeral	434	n/a *	NDA	42
Electronic & Appliance Repair	172	47	NDA	n/a
Home Furnishings & Thermal Insulation	2,254	436	NDA	n/a
Security & Investigative Services	313	NDA	NDA	7
TOTALS	38,898	1,748	14,774	15,643

Business Services Agencies

MONETARY SAVINGS / COST RECOVERIES / RESTITUTIONS						
FISCAL YEAR 2000-2001	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED/PRODUCT RETURN-EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Accountancy	n/a	n/a	n/a	n/a	\$102,695	\$0
Automotive Repair & Smog Check	\$2,719,171	\$1,390,645	\$816,283	\$4,926,099	\$736,913	\$69,370 *
Barbering & Cosmetology	\$477	n/a	n/a	\$477	\$163,963	\$239
Cemetery & Funeral	\$30,000	\$1,000	\$22,908	\$53,908	\$210,000	\$298,000 *
Court Reporters	\$949	\$0	\$0	\$949	\$16,500	\$0
Electronic & Appliance Repair	\$78,131	\$19,862	\$65,555	\$163,548	\$0	\$0
Home Furnishings & Thermal Insulation	\$40,362	\$21,562	\$27,928	\$89,852	\$0	\$0
Private Postsecondary & Vocational Education	\$1,684,407 *	\$0	\$0	\$1,684,407	\$0	\$0
Security & Investigative Services	\$8,482	\$1,807	\$55,002	\$65,291	\$27,215	\$0
TOTALS	\$4,561,980	\$1,434,876	\$987,676	\$6,984,531	\$1,257,286	\$367,609

* Endnote appears at the end of the report.

n/a - Not applicable

Design/Construction Agencies

FISCAL YEAR 2000-2001	LICENSES & REGISTRATIONS							EXAMINATIONS		
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES / REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES / REGISTRATIONS	TOTAL INACTIVE LICENSES/ REGISTRATIONS	LICENSES / REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Architects	377	0	377	20,936	5,143 *	8,397 *	3,478 *	72% *	53%	n/a
Landscape Architects	427	0	131	2,884	269	1,379	1,219	77%	n/a	31%
Contractors	33,194	499	22,972	220,542	64,020	113,891	43,824	65%	n/a	n/a
Engineers & Land Surveyors	5,095 *	0	2,957 *	85,146	40,499 *	21,977	15,769	37% *	n/a	n/a
Geologists & Geophysicists	477	0	221	4,593	n/a	2,256	228	67%	n/a	n/a
Structural Pest Control	11,078	12	4,495	23,943	1,533	2,445	10,796	*	n/a	n/a
TOTALS	50,648	511	31,153	358,044	111,464	150,345	75,314			

* Endnote appears at the end of the report.

n/a - Not applicable

CERTIFICATES & PERMITS							EXAMINATIONS			
FISCAL YEAR 2000-2001	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTIFICATES / PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES / PERMITS	TOTAL INACTIVE CERTIFICATES / PERMITS	CERTIFICATES / PERMITS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Contractors	39,683 *	0	39,683 *	134,267 *	15,230	n/a	n/a	n/a	n/a	n/a
Engineers & Land Surveyors	4,027 *	0	2,331 *	9,100	547	1,492	7,522	40% *	n/a	n/a
Geologists & Geophysicists	140	0	67	2,231	n/a	1,134	243	60%	n/a	n/a
Landscape Architects	2	0	2	2	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS	43,852	0	42,083	145,600	15,777	2,626	7,765			

* Endnote appears at the end of the report.

n/a - Not applicable

Design/Construction Agencies

FINGERPRINTS	
FISCAL YEAR 2000-2001	NUMBER OF CRIMINAL RECORDS RECEIVED
Structural Pest Control	121 *
TOTALS	121

APPROVALS / ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 2000-2001	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS/ ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Landscape Architects	0	n/a	n/a
Structural Pest Control	12	NDA	2,546
TOTALS	12	0	2,546

* Endnote appears at the end of the report.

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

COMPLAINTS RECEIVED BY SOURCE					
FISCAL YEAR 2000-2001	PUBLIC	GOVERNMENT / LAW ENFORCEMENT	PROFESSION	INTERNAL / OTHER	TOTAL COMPLAINTS RECEIVED
Architects	129	5	23	69	226
Landscape Architects	18	0	1	4	23
Contractors	16,524	80	506	6,803	23,913
Engineers & Land Surveyors	123	28	20	88	259
Geologists & Geophysicists	12	9	13	4	38
Structural Pest Control	1,700	20	58	11	1,789
TOTALS	18,506	142	621	6,979	26,248

Design/Construction Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION												
FISCAL YEAR 2000-2001	COMPLAINTS CLOSED BY CATEGORY										TOTAL COMPLAINTS CLOSED	TOTAL COMPLAINTS PENDING
	CONTRACTUAL	FRAUD	INCOMPETENCE / NEGLIGENCE	PRODUCT / SERVICE / QUALITY	PROFESSIONAL MISCONDUCT	CONVICTION OF A CRIME	HEALTH AND SAFETY	UNLICENSED / UNREGISTERED	NON-JURISDICTIONAL	OTHER		
Architects	9	0	1	0	32	2	0	90	2	0	136	279
Landscape Architects	2	1	4	0	1	1	0	5	5	9	28	14
Contractors	307	126	3,775	0	1,949	12	233	2,398	1,191	1,169	11,160	7,936
Geologists & Geophysicists	0	0	3	0	1	0	0	5	3	5	17	75
Structural Pest Control	912	2	141	n/a	n/a	NDA	n/a	14	118	0	1,187	493
TOTALS	1,230	129 0	3,924	0 0	1,983 0	15	233	2,512	1,319	1,183	12,528	8,797

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

INFORMAL ACTIONS				
FISCAL YEAR 2000-2001	WARNING / CEASE AND DESIST LETTERS ISSUED	OFFICE CONFERENCE / INFORMAL HEARING	REPRIMAND / VIOLATION / EDUCATION LETTERS ISSUED	TOTAL INFORMAL ACTIONS
Architects	93	4	7	104
Landscape Architects	5	0	5	10
Contractors	4,629	n/a	n/a	4,629
Engineers & Land Surveyors	8	3	1	12
Geologists & Geophysicists	7	6	44	57
Structural Pest Control	NDA	n/a	8	8
TOTALS	4,742 0	13	65	4,820

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Design/Construction Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2000-2001	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	TOTAL INVESTIGATIONS PENDING	REFERRALS	
		CONTRACTUAL	FRAUD	INCOMPETENCE / NEGLIGENCE	PRODUCT / SERVICE / QUALITY	PROFESSIONAL MISCONDUCT	CONVICTION OF A CRIME	HEALTH AND SAFETY	UNLICENSED / UNREGISTERED	NON-JURISDICTIONAL	OTHER			REFERRED TO AG	REFERRED TO DA / CA
Architects	1 *	0	0	0	0	2	0	0	5	0	0	7	5	0	1
Landscape Architects	3	0	0	0	0	0	0	0	3	0	0	3	1	0	0
Contractors	11,045	197	185	4,490	0	1,634	90	206	3,590	244	1,736	12,372	7,936	2,501	764
Geologists & Geophysicists	3	0	0	2	0	0	0	0	1	0	0	3	9	0	0
Structural Pest Control	14	1	0	0	0	0	0	0	13	0	0	14	5	0	0
TOTALS	11,066	198	185	4,492	0	1,636	90	206	3,612	244	1,736	12,399	7,956	2,501	765

* Endnote appears at the end of the report.

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION															
FISCAL YEAR 2000-2001	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED BY CATEGORY										TOTAL INVESTIGATIONS CLOSED	TOTAL INVESTIGATIONS PENDING	REFERRALS	
		CONTRACTUAL	FRAUD	INCOMPETENCE / NEGLIGENCE	PRODUCT / SERVICE / QUALITY	PROFESSIONAL MISCONDUCT	CONVICTION OF A CRIME	HEALTH AND SAFETY	UNLICENSED / UNREGISTERED	NON-JURISDICTIONAL	OTHER			REFERRED TO AG	REFERRED TO DA / CA
Architects	86	4	2	6	1	57	0	1	12	2	0	85	78	0	0
Landscape Architects	2	0	0	2	0	0	0	0	0	0	0	2	0	0	0
Engineers & Land Surveyors	259 *	15	9	92	n/a	n/a	0	n/a	61	0	26	203 *	262 *	29	6 *
Geologists & Geophysicists	6	0	0	5	0	0	0	0	6	0	0	11	4	1	3
Structural Pest Control	561	381	2	62	0	0	0	0	12	0	0	457	365	13	0
TOTALS	914	400	13	167	1	57	0	1	91	2	26	758	709	43	9

* Endnote appears at the end of the report.
n/a - Not applicable

Design/Construction Agencies

ACTIONS FILED						
FISCAL YEAR 2000-2001	ACCUSATIONS / PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS / INTERIM SUSPENSION ORDERS ISSUED
Architects	0	0	14	1	0	0
Landscape Architects	0	0	5	0	0	0
Contractors	278	69	1,841	764	n/a	1
Engineers & Land Surveyors	15	1	29	6	n/a	0
Geologists & Geophysicists	0	0	6	0	0	1
Structural Pest Control	13	8	47	0	0	0
TOTALS	306	78	1,942	771	0	2

n/a - Not applicable

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS									
FISCAL YEAR 2000-2001	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN / DISMISSED
Architects	1	0	0	0	0	0	1	0	1
Landscape Architects	0	0	0	0	0	0	0	0	0
Contractors	634	n/a	n/a	479	n/a	n/a	36	n/a	14
Engineers & Land Surveyors	2	1	3	0	6	1	0	1	3
Geologists & Geophysicists	0	0	0	0	0	0	0	0	0
Structural Pest Control	11	0	7	0	0	0	4	0	4
TOTALS	648	1	10	479	6	1	41	1	22

n/a - Not applicable

Design/Construction Agencies

PETITIONS FOR PENALTY RELIEF				
FISCAL YEAR 2000-2001	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Architects	0	0	0	1
Landscape Architects	0	0	0	0
Engineers & Land Surveyors	0	0	0	2
Structural Pest Control	0	0	3	2
TOTALS	0	0	3	5

INSPECTION DATA				
FISCAL YEAR 2000-2001	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Geologists & Geophysicists	0	0	0	0
Landscape Architects	0	0	0	0
Structural Pest Control	645	367	13	16
TOTALS	645	367	13	16

MONETARY SAVINGS / COST RECOVERIES / RESTITUTIONS						
FISCAL YEAR 2000-2001	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED / PRODUCT RETURN-EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Architects	\$7,000	\$0	\$0	\$7,000	\$4,713	\$0
Landscape Architects	\$0	\$0	\$0	\$0	\$0	\$0
Contractors	\$38,393,415	n/a	n/a	\$38,393,415	\$887,912	NDA
Engineers & Land Surveyors	NDA	NDA	NDA	\$0	\$57,713	\$52,950
Geologists & Geophysicists	\$0	NDA	NDA	\$0	\$0	NDA
Structural Pest Control	\$531,078	NDA	NDA	\$531,078	\$32,650	\$79,580
TOTALS	\$38,931,493	\$0	\$0	\$38,931,493	\$982,988	\$132,530

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Healing Arts Agencies

FISCAL YEAR 2000-2001	LICENSES & REGISTRATIONS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS Rate %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	LICENSES / REGISTRATIONS ISSUED	TOTAL ACTIVE LICENSES / REGISTRATIONS	TOTAL INACTIVE LICENSES / REGISTRATIONS	LICENSES / REGISTRATIONS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Acupuncture	838	0	628	5,668	1,136	2,671	1,154	54%	n/a	n/a
Behavioral Science	5,491	13	4,556	54,625	15,251	30,545	5,898	61%	49%	n/a
Dental Auxiliaries	4,033	n/a *	2,011	44,695	20,705	65,400	5,341	70%	n/a	69%
Dental Board	1,169	0	1,169	29,387	8,098	13,844	1,633	n/a	n/a	72%
Dispensing Opticians**	210 *	2 *	156 *	3,466 *	1,696 *	1,537 *	n/a	n/a	n/a	n/a
Guide Dogs for the Blind	7	0	7	81	0	74	8	100%	100%	100%
Hearing Aid Dispensers	418	1	381	2,072	94	1,898	301	49%	n/a	73%
Midwifery **	13	0	12	112	0	59	3	100%	n/a	n/a
Optometry	316	0	257	5,960	1,784	2,842	302	92%	n/a	84%
Pharmacy	5,893	0	5,303	56,510	2,192	25,696	1,756	55%	n/a	n/a
Physical Therapy	1,555	4	1,265	21,351 *	3,146	9,877	1,189 *	70% *	n/a	n/a
Physician Assistant	1,714 *	1	1,320 *	15,688 *	4,772 *	5,440 *	n/a	n/a	n/a	n/a
Physicians & Surgeons **	5,039	7	3,777	109,289	38,172	51,926	n/a	n/a	n/a	n/a
Podiatric Medicine	92 *	0	149 *	1,962 *	394	900 *	90	n/a	74%	n/a
Psychology	1,753 *	27 *	1,693	15,030	2,667 *	7,565	1,966 *	60% *	64% *	n/a
Registered Nursing	27,551	28	14,683	257,496	90,901	127,660	15,400	45%	na	na
Research Psychoanalysts **	3	0	6	72	19	3 *	n/a	n/a	n/a	n/a
Respiratory Care	397 *	17	462 *	15,327	732	6,448	556	51%	n/a	n/a
Speech-Language Pathology and Audiology	982 *	4	1,569 *	10,760	1,829	10,103	n/a	n/a	n/a	n/a
Telephone Medical Advice Services	34	0	29	29	0	0	n/a	n/a	n/a	n/a
Veterinary Medicine	642	2	515 *	8,749	2,378	4,174	982 *	*	n/a	n/a
Veterinary Technicians	409	3	242	3,544	1,350	2,027	409	53%	n/a	n/a
Vocational Nursing	4,969	27	3,466	64,972 *	35,095 *	30,411	5,986	51%	n/a	n/a
Psychiatric Technician	452	6	340	9,424 *	6,313 *	4,555	648	51%	n/a	n/a
TOTALS	63,980	142	43,996	736,269	238,724	405,655	43,622			

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

Healing Arts Agencies

FISCAL YEAR 2000-2001	CERTIFICATES & PERMITS						EXAMINATIONS			
	ACTIVITY						TOTAL NUMBER OF EXAMS SCHEDULED	PASS RATE %		
	APPLICATIONS RECEIVED	APPLICATIONS DENIED	CERTS / PERMITS ISSUED	TOTAL ACTIVE CERTIFICATES / PERMITS	TOTAL INACTIVE CERTIFICATES / PERMITS	CERTIFICATES / PERMITS RENEWED		WRITTEN	ORAL	CLINICAL / PRACTICAL
Acupuncture	18	0	15	48	n/a	9	n/a	n/a	n/a	n/a
Dental Auxiliaries	3,488	n/a	3,488	53,160	n/a	n/a	n/a	n/a	n/a	n/a
Dental Board *	1,501	30	1,292	5,665	n/a	2,161	n/a	n/a	n/a	n/a
Optometry	715	84	799	6,899	n/a	1,509	n/a	n/a	n/a	n/a
Outpatient Settings **	4 *	0	0	4	0	4	n/a	n/a	n/a	n/a
Pharmacy	3,351	2	2,682	15,695	628	9,023	1,080	50%	n/a	n/a
Physician Assistant	179 *	0	173 *	44 *	n/a	n/a	n/a	n/a	n/a	n/a
Physicians & Surgeons **	1,209	0	1,082	8,505	2,574	4,101	n/a	n/a	n/a	n/a
Podiatric Medicine	42 *	0	32 *	381	182	152	n/a	n/a	n/a	n/a
Registered Nursing	18,314	0	16,465	65,695	9,786	4,620	n/a	n/a	n/a	n/a
Research Psychoanalysts **	3	0	6	72	19	3 *	n/a	n/a	n/a	n/a
Respiratory Care	n/a *	n/a *	229	90	n/a *	n/a *	n/a	n/a	n/a	n/a
Veterinary Medicine	91	0	91	2,453	255	2,493	n/a	n/a	n/a	n/a
Vocational Nursing	2,377	0	2,377 *	NDA	n/a	n/a	n/a	n/a	n/a	n/a
Psychiatric Technician	2	0	2 *	NDA	n/a	n/a	n/a	n/a	n/a	n/a
TOTALS	31,294	116	28,733	158,711	13,444	24,075	1,080			

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Healing Arts Agencies

FINGERPRINTS	
FISCAL YEAR 2000-2001	NUMBER OF CRIMINAL RECORDS RECEIVED
Acupuncture	15
Behavioral Science	120 *
Dental Auxiliaries	242
Dental Board	25
Dispensing Opticians**	0 *
Hearing Aid Dispensers	NDA
Midwifery **	0
Optometry	316
Pharmacy	613
Physical Therapy	74
Physician Assistant	15 *
Physicians & Surgeons **	NDA
Podiatric Medicine	2
Psychology	31
Registered Nursing	385
Research Psychoanalysts **	0
Respiratory Care	57
Speech-Language Pathology & Audiology	NDA
Veterinary Medicine	12
Veterinary Technicians	3
Vocational Nursing	399 *
Psychiatric Technician	52 *
TOTALS	2,361

APPROVALS / ACCREDITATIONS & CONTINUING EDUCATION			
FISCAL YEAR 2000-2001	SCHOOLS	CONTINUING EDUCATION	
	NUMBER OF APPROVALS / ACCREDITATIONS	NUMBER OF PROVIDERS	NUMBER OF AUDITS
Acupuncture	3 *	233	0
Behavioral Science	76	1,679	193
Dental Auxiliaries	70	n/a	n/a
Dental Board	n/a	975	11
Hearing Aid Dispensers	n/a	117	1,546
Midwifery	0	0	0
Optometry	26	199	1,240
Pharmacy	n/a	29	150
Physical Therapy	41 *	n/a	n/a
Physician Assistant	114 *	n/a	n/a
Physicians & Surgeons **	n/a	n/a	743
Podiatric Medicine	7	NDA	46 *
Psychology	0	472	6,340
Registered Nursing	17	3,394	2,222
Respiratory Care	406	n/a	158
Speech-Language Pathology & Audiology	n/a	112	0
Veterinary Medicine	n/a	84	0 *
Veterinary Technicians	NDA	n/a	n/a
Vocational Nursing	96	30	1,065
Psychiatric Technician	13	2	208
TOTALS	869	7,326	13,922

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Healing Arts Agencies

COMPLAINTS RECEIVED BY SOURCE						
FISCAL YEAR 2000-2001	PUBLIC	GOVERNMENT/ LAW ENFORCEMENT	B&P CODE SECTION 800	PROFESSION	INTERNAL/ OTHER	TOTAL COMPLAINTS RECEIVED
Acupuncture	36	36	0	14	13	99
Behaviorial Science	312	18	0	14	357	701
Dental Board	2,088	332	304	102	344	3,170
Dispensing Opticians**	40	11	0	11	14	76
Guide Dogs for the Blind	0	0	0	1	0	1
Hearing Aid Dispensers	172	0	0	112	3	287 *
Midwifery **	4	7	0	1	2	14
Optometry	110	3	0	26	118	257
Outpatient Settings **	0	0	0	0	0	0
Pharmacy	492	222	3	175	925 *	1,817
Physical Therapy	53	25	n/a	34	110	222
Physician Assistant	56	11	11	14	23	115
Physicians & Surgeons **	6,846	1,137	1,538	279	1,099	10,899
Podiatric Medicine	138	39	12	7	33	229
Psychology	396	20	19	23	123	581
Registered Nursing	240	100	19	421	830	1,610
Research Psychoanalysts **	0	0	0	0	0	0
Respiratory Care	35	56	6	81	61	239
Speech-Language Pathology & Audiology	3	0	n/a	3	4	10
Telephone Medical Advice Services	7	0	0	0	0	7
Veterinary Medicine	331	9	1	30	61	432
Veterinary Technicians	1	1	0	0	0	2
Vocational Nursing	184	68	0	75	451	778
Psychiatric Technician	61	27	0	15	111	214
TOTALS	11,605	2,122	1,913	1,438	4,682	21,760

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

Healing Arts Agencies

COMPLAINTS CLOSED WITHOUT GOING TO INVESTIGATION														
FISCAL YEAR 2000-2001	COMPLAINTS CLOSED, BY CATEGORY												TOTAL COMPLAINTS CLOSED	TOTAL COMPLAINTS PENDING
	CRIMINAL CHARGES / CONVICTION OF A CRIME	FRAUD	SUBSTANCE ABUSE OR MENTAL / PHYSICAL IMPAIRMENT	DRUG-RELATED OFFENSES	NEGLECT / INCOMPETENCE	SEXUAL MISCONDUCT	UNPROFESSIONAL CONDUCT	DISCIPLINE BY ANOTHER STATE OR AGENCY	UNLICENSED / UNREGISTERED	UNSAFE / UNSANITARY CONDITIONS	NON-JURISDICTIONAL	OTHER		
Acupuncture	6	9	2	5	5	10	44	0	15	1	1	1	99	60
Behavioral Science	284	8	0	0	38	7	156	7	57	0	136	1	694	184
Dental Board	24	54	0	4	1,830	0	32	4	26	29	228	31	2,262	1,479
Dispensing Opticians**	0	5	0	1	13	0	22	0	14	0	4	0	59	20
Guide Dogs for the Blind	0	0	0	0	1	0	0	0	0	0	NDA	0	1	0
Hearing Aid Dispensers	1	176	0	0	1	0	4	0	40	0	3	1	226	140
Midwifery **	0	0	0	0	3	0	0	0	2	0	0	0	5	3
Optometry	0	6	1	0	8	1	79	0	43	0	16	15	169	73
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pharmacy	158	3	0	71	179	0	117	35	141	0	57	701	1,462	449
Physical Therapy	72	17	0	0	18	10	16	7	50	1	0	10	201	187
Physician Assistant	3	0	0	2	42	4	8	2	3	0	1	0	65	22
Physicians & Surgeons **	69	135	15	183	5,072	30	1,359	235	81	14	480	17	7,690	2,229
Podiatric Medicine	0	0	0	0	107	0	42	0	4	1	0	0	154	74
Psychology	15	6	5	1	109	29	181	2	75	0	13	53	489	276
Registered Nursing	42	20	65	69	46	4	111	16	31	1	0	7	412	393
Speech-Language Pathology & Audiology	0	4	0	0	1	0	2	0	1	0	0	0	8	5
Telephone Medical Advice Services	0	0	0	0	0	0	0	0	0	0	7	0	7	0
Veterinary Medicine	10	1	4	2	304	0	57	10	33	40	30	1	492	117
Veterinary Technicians	0	0	0	0	1	0	0	0	0	0	0	0	1	1
Vocational Nursing	124	57	9	14	40	7	103	6	19	1	0	80	460	1,382
Psychiatric Technician	9	5	1	0	5	2	56	1	3	1	0	37	120	384
TOTALS	817	506	102	352	7,823	104	2,389	325	638	89	976	955	15,076	7,478

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

NDA - No data available. Due to the nature of the tracking system, data cannot be displayed in this format.

Healing Arts Agencies

INFORMAL ACTIONS / PETITIONS TO COMPEL EXAMINATIONS							
FISCAL YEAR 2000-2001	INFORMAL ACTIONS BY TYPE			TOTAL INFORMAL ACTIONS	PETITIONS TO COMPEL EXAMS		
	WARNING / CEASE & DESIST LETTERS ISSUED	OFFICE CONFERENCE / INFORMAL HEARING	REPRIMAND / VIOLATION / EDUCATION LETTERS ISSUED		FILED	GRANTED	DENIED
Acupuncture	7	0	0	7	1	1	0
Behaviorial Science	8	0	0	8	1	0	0
Dispensing Opticians**	0	0	0	0	0	0	0
Dental Board	n/a	n/a	n/a	0	1	1	0
Guide Dogs for the Blind	0	0	0	0	n/a	n/a	n/a
Hearing Aid Dispensers	19	0	62	81	n/a	n/a	n/a
Optometry	107	0	0	107	0	0	0
Outpatient Settings **	0	0	0	0	0	0	0
Pharmacy	65	121	658	844	1	1	0
Physical Therapy	0	0	0	0	0	0	0
Physician Assistant	0	2	0	2	0	0	0
Physicians & Surgeons **	5	61	0	66	15	13	0
Podiatric Medicine	24	11	0	35	0	0	0
Psychology	10	1	32	43	2	2	0
Registered Nursing	0	0	0	0	12	12	0
Research Psychoanalysts	0	0	0	0	0	0	0
Respiratory Care	47	3	233	283	3	3	0
Speech-Language Pathology & Audiology	0	0	0	0	1	1	0
Veterinary Medicine	13	5	92	110	2	2	0
Veterinary Technicians	0	0	0	0	0	0	0
Vocational Nursing	82	80 *	5	167	0	0	0
Psychiatric Technician	25	30 *	4	59	0	0	0
TOTALS	412	314 0	1,086	1,812	39	36	0

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

Healing Arts Agencies

COMPLAINTS REFERRED TO SWORN INVESTIGATORS FOR FORMAL INVESTIGATION																	
FISCAL YEAR 2000-2001	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED BY CATEGORY												TOTAL INVESTIGATIONS CLOSED	TOTAL INVESTIGATIONS PENDING	REFERRALS	
		CRIMINAL CHARGES / CONVICTION OF A CRIME	FRAUD	SUBSTANCE ABUSE OR MENTAL / PHYSICAL IMPAIRMENT	DRUG-RELATED OFFENSES	NEGLIGENCE / INCOMPETENCE	SEXUAL MISCONDUCT	UNPROFESSIONAL CONDUCT	DISCIPLINE BY ANOTHER STATE OR AGENCY	UNLICENSED / UNREGISTERED	UNSAFE / UNSANITARY CONDITIONS	NON-JURISDICTIONAL	OTHER			REFERRED TO AG	REFERRED TO DA / CA
Acupuncture	20	1	2	1	3	2	8	17	0	3	0	0	1	38	11	16	0
Behavioral Science	33	1	3	1	0	11	12	16	1	14	0	0	0	59	28	22	2
Dental Board	385	19	28	16	19	391	14	132	3	130	68	4	33	857	301	88	33
Dispensing Opticians **	32	0	11	0	0	4	0	9	0	11	0	0	0	35	9	6	0
Hearing Aid Dispensers	21	1	18	0	0	1	0	1	0	2	0	0	0	23	18	8	0
Midwifery **	8	0	0	0	0	4	0	0	0	3	1	0	0	8	8	1	4
Optometry	66	9	11	1	0	7	2	3	0	11	1	0	8	53	13	18	6
Pharmacy	4	0	0	0	1	0	0	1	0	1	0	0	1	4	1	2	1
Physical Therapy	82	5	9	0	0	4	8	8	2	27	0	0	2	65	89	16	10
Physician Assistant	58	5	5	6	6	15	5	13	0	16	0	0	0	71	27	20	5
Physicians & Surgeons **	2,256	84	76	74	143	815	104	707	5	257	4	0	43	2,312	1,231	449	58
Podiatric Medicine	42	1	6	3	0	24	0	5	0	3	1	0	2	45	30	15	1
Psychology	184	8	5	4	1	28	15	30	1	28	0	0	51	171	88	31	10
Registered Nursing	1,329 *	156 *	33 *	267 *	199 *	197 *	20 *	313 *	57 *	50 *	2 *	3 *	22 *	1,319 *	1,130 *	320 *	33 *
Research Psychoanalysts	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Respiratory Care	21	0	4	5	0	6	1	5	0	1	0	0	0	22	20	11	4
Speech-Language Pathology & Audiology	3	0	1	0	0	0	0	3	0	0	0	0	0	4	12	1	1
Veterinary Medicine	37	2	0	4	2	11	0	9	0	15	3	0	5	51	32	32 *	3
Veterinary Technicians	3	0	0	1	0	2	0	0	0	0	0	0	0	3	3	3	1
Vocational Nursing	200	7	12	6	7	28	3	66	0	3	1	0	8	141	233	126	13
Psychiatric Technician	37	0	1	1	0	2	2	27	0	0	1	0	2	36	60	38	0
TOTALS	4,821	299	225	390	381	1,552	194	1,365	69	575	82	7	178	5,317	3,344	1,223	185

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

COMPLAINTS REFERRED TO NON-SWORN INVESTIGATORS FOR FORMAL INVESTIGATION																		
FISCAL YEAR 2000-2001	INVESTIGATIONS OPENED	INVESTIGATIONS CLOSED BY CATEGORY													TOTAL INVESTIGATIONS CLOSED	TOTAL INVESTIGATIONS PENDING	REFERRALS	
		CRIMINAL CHARGES / CONVICTION OF A CRIME	FRAUD	SUBSTANCE ABUSE OR MENTAL / PHYSICAL IMPAIRMENT	DRUG-RELATED OFFENSES	NEGLIGENCE / INCOMPETENCE	SEXUAL MISCONDUCT	UNPROFESSIONAL CONDUCT	DISCIPLINE BY ANOTHER STATE OR AGENCY	UNLICENSED / UNREGISTERED	UNSAFE / UNSANITARY CONDITIONS	NON-JURISDICTIONAL	OTHER	REFERRED TO AG			REFERRED TO DA / CA	
Dispensing Opticians **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Guide Dogs for the Blind	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	
Midwifery **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Optometry	18	0	1	1	0	1	0	3	0	5	0	0	0	11	73	7	0	
Outpatient Settings **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Pharmacy	647	105	6	15	218	369	0	202	0	154	1	16	7	1,093	590	101	1	
Physicians & Surgeons **	63	0	0	0	0	0	0	0	62	0	0	0	0	62	1	61	0	
Podiatric Medicine	51	0	0	0	0	42	0	0	0	0	0	0	0	42	9	0	0	
Psychology	2	0	0	0	0	0	0	0	0	0	0	0	2	2	0	2	0	
Research Psychoanalysts **	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Respiratory Care	239	119	9	10	7	12	2	9	1	41	1	2	3	216	160	116	0	
TOTAL S	1,020	224	16	26	225	424	2	214	63	200	2	18	12	1,426	833	287	1	

** Program overseen by the Medical Board of California.

Healing Arts Agencies

ACTIONS FILED						
FISCAL YEAR 2000-2001	ACCUSATIONS / PETITIONS TO REVOKE PROBATION FILED	STATEMENT OF ISSUES FILED	CITATIONS ISSUED	CRIMINAL ACTIONS FILED	CIVIL ACTIONS FILED	RESTRAINING ORDERS / INTERIM SUSPENSION ORDERS ISSUED
Acupuncture	10	0	1	2	0	1
Behavioral Science	30	2	10	2	0	0
Dental Board	58	7	81	23 *	0	1
Dispensing Opticians**	2	1	6	0	0	0
Guide Dogs for the Blind	0	0	0	0	0	0
Hearing Aid Dispensers	1	1	4	0	0	n/a
Midwifery **	0	0	n/a	1	0	0
Optometry	3	0	4	6	0	0
Outpatient Settings **	0	0	0	0	0	0
Pharmacy	63	8	84	6	2	5
Physical Therapy	23	3	4	10	n/a	1
Physician Assistant	12	4	8	2	0	0
Physicians & Surgeons **	256	11	513	36	3	44 *
Podiatric Medicine	10	0	5	2	24	0
Psychology	23	4	45	8	0	0
Registered Nursing	288	27	36	18	0	0
Research Psychoanalysts **	0	0	0	0	0	0
Respiratory Care	105	9	14	0	1	1
Speech-Language Pathology & Audiology	2	0	1	1	0	0
Veterinary Medicine	21	2	63	3	0	0
Veterinary Technicians	1	0	1	1	0	0
Vocational Nursing	92	12	109	0	0	1
Psychiatric Technician	33	2	19	0	0	0
TOTALS	1,033	93	1,008	121 0	30	54

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

Healing Arts Agencies

ADMINISTRATIVE OUTCOMES AGAINST LICENSES / REGISTRATIONS / CERTIFICATES / PERMITS									
FISCAL YEAR 2000-2001	REVOCATION	SURRENDER OF LICENSE	PROBATION WITH SUSPENSION	SUSPENSION ONLY	PROBATION ONLY	PUBLIC REPRIMAND	LICENSES DENIED	OTHER DECISIONS	WITHDRAWN / DISMISSED
Acupuncture	8	2	1	0	0	0	1	0	2
Behavioral Science	10	13	1	0	9	0	1	1	4
Dental Board	11	4	26	0	24	0	n/a	n/a	0
Dispensing Opticians**	1	0	0	0	0	0	0	1	0
Hearing Aid Dispensers	0	0	0	0	1	0	1	0	1
Midwifery **	1	0	0	0	0	0	0	0	0
Optometry	7	0	0	0	5	1	0	6	3
Pharmacy	44	12	22	3	31	15	0	5	29
Physical Therapy	3	1	3	0	6	1	2	4	14
Physician Assistant	1	4	3	0	3	0	0	1	0
Physicians & Surgeons **	39	49	16	5	100	50	3	34	168
Podiatric Medicine	1	2	0	0	5	0	0	2	1
Psychology	1	8	0	0	12	1	0	0	4
Registered Nursing	76	31	2	0	98	7	1	1	24
Respiratory Care	51	12	1	0	72	8	4	0	3
Speech-Language Pathology & Audiology	0	2	0	0	0	0	0	0	0
Veterinary Medicine	3	1	7	0	10	0	0	0	0
Veterinary Technicians	2	0	0	0	0	0	0	0	0
Vocational Nursing	62	9	1	0	32	0	26	3	2
Psychiatric Technician	26	4	2	0	19	0	6	2	0
TOTALS	321	150	83	8	408	83	39	58	255

** Program overseen by the Medical Board of California.

n/a - Not applicable

Healing Arts Agencies

PETITIONS FOR PENALTY RELIEF				
FISCAL YEAR 2000-2001	PETITIONS FOR MODIFICATION / TERMINATION OF PROBATION		PETITIONS FOR REINSTATEMENT OF REVOKED LICENSES / REGISTRATIONS	
	GRANTED	DENIED	GRANTED	DENIED
Acupuncture	0	0	1	0
Behavioral Science	6	1	0	1
Dental Board	2	4	5	3
Optometry	0	1	0	1
Pharmacy	0	0	2	1
Physical Therapy	0	1	0	0
Physicians & Surgeons **	10	6	8	7
Registered Nursing	3	5	5	4
Respiratory Care	4	0	1	1
Veterinary Medicine	1	1	0	0
Vocational Nursing	0	4	2	9
Psychiatric Technician	0	0	1	2
TOTALS	26	23	24	27

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

INSPECTION DATA				
FISCAL YEAR 2000-2001	TOTAL NUMBER INSPECTIONS	NOTICES OF VIOLATION ISSUED	COMPLIANCE VERIFIED	INSPECTION CITATIONS ISSUED
Dental Board	181	51	184	81
Guide Dogs for the Blind	3 *	0	3 *	0
Pharmacy	375	79	0	0
Veterinary Medicine	310	n/a	n/a	3
TOTALS	869	130	187	84

DRUG DIVERSION PROGRAMS								
FISCAL YEAR 2000-2001	REFERRALS			CASES CLOSED				
	SELF REFERRALS	BOARD REFERRALS	TOTAL NO. OF PARTICIPANTS	SUCCESSFUL COMPLETIONS	NON- COMPLIANCE	WITHDRAWALS	NOT ELIGIBLE / NOT INTERESTED	TOTAL CASES CLOSED
Dental Board	15	14	97	22	6	8	12	48
Pharmacy	11	27	56	9	6	1	3	19
Physical Therapy	0	3	4	0	2	0	0	2
Physician Assistant	3	2	11	0	2	3	0	5
Physicians & Surgeons **	79	41	326	49	6	1	27	83
Registered Nursing	44	110	392	74	55	19	120	268
Speech-Language Pathology & Audiology	0	1	1	0	1	0	0	1
Veterinary Medicine	1	1	2	1	2	0	0	3
TOTALS	153	199	889	155	80	32	162	429

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

Healing Arts Agencies

MONETARY SAVINGS / COST RECOVERIES / RESTITUTIONS						
FISCAL YEAR 2000-2001	REFUNDED TO CONSUMERS	REWORK-NO CHARGE TO CONSUMERS	ADJUSTMENTS IN MONEY OWED / PRODUCT RETURN-EXCHANGE	TOTAL SAVINGS ACHIEVED CONSUMERS	TOTAL COST RECOVERIES ORDERED TO BOARD	TOTAL RESTITUTION ORDERED TO CONSUMERS
Acupuncture	n/a	n/a	n/a	n/a	\$49,141 *	\$0
Behaviorial Science	n/a	n/a	n/a	n/a	\$124,852 *	\$0
Dental Board	\$46,225	\$22,171	\$47,440	\$115,836	\$231,426 *	\$0
Dispensing Optician**	\$0	\$0	\$0	\$0	\$4,223	\$0
Hearing Aid Dispensers	\$18,593	\$0	\$0	\$18,593	\$0	\$0
Optometry	\$2,026	\$200	\$0	\$2,226	\$46,291	n/a
Pharmacy	n/a	n/a	n/a	n/a	\$221,003	n/a
Physical Therapy	n/a	n/a	n/a	n/a	\$12,932	n/a
Physician Assistant	\$0	\$0	\$0	\$0	\$20,712	\$0
Physicians & Surgeons **	n/a	n/a	n/a	n/a	\$2,071,694 *	\$15,115
Podiatric Medicine	n/a	n/a	n/a	n/a	\$22,500	n/a
Psychology	n/a	n/a	n/a	n/a	\$146,143 *	\$0
Registered Nursing	n/a	n/a	n/a	n/a	\$202,603	n/a
Respiratory Care	n/a	n/a	n/a	n/a	\$242,747 *	n/a
Speech-Language Pathology & Audiology	\$0	\$0	\$0	\$0	\$1,070	\$0
Veterinary Medicine	\$0	n/a	n/a	\$0	\$71,125	\$0
Vocational Nursing	n/a	n/a	n/a	n/a	\$138,728	n/a
Psychiatric Technician	n/a	n/a	n/a	n/a	\$104,980	n/a
TOTALS	\$66,844	\$22,371	\$47,440	\$136,655	\$3,712,170	\$15,115

* Endnote appears at the end of the report.

** Program overseen by the Medical Board of California.

n/a - Not applicable

Statistical Profile Endnotes

Department Overview

ADMINISTRATIVE AND INFORMATION SERVICES

DIVISION - Expenditures for FY 00/01 included \$10 million in energy awareness campaign.

AUTOMOTIVE REPAIR AND SMOG CHECK –

Number of Board Members refers to the Bureau's Inspection and Maintenance Review Committee.

BARBERING AND COSMETOLOGY - *Number of*

Board Members refers to the Bureau's Disciplinary Review Committee

CONSUMER RELATIONS AND OUTREACH DIVISION

- Budget in FY 01/02 includes the transfer of Mediation positions previously budgeted from the Bureau of Automotive Repair, Bureau of Security and Investigative Services, Bureau of Home Furnishings and Thermal Insulation, and Bureau of Electronic and Appliance Repair. Of the 69.6 positions and funding that were transferred to Mediation, the majority came from the Bureau of Automotive Repair and Smog Check (67.1).

CONTRACTORS – The Board issues licenses for 42 *License Classes*. In addition, the Board issues three certifications: Home Improvement, Asbestos Removal, and Hazardous Substance Removal.

HEARING AID DISPENSER - *Number of Board Members* refers to the Bureau's Advisory Committee

LANDSCAPE ARCHITECTS – The five members shown under *Number of Board Members* are committee members who report to the Board of Architectural Examiners.

NURSING HOME ADMINISTRATORS – The Board sunsetted effective July 1, 1998. The authority and regulation of the nursing home administrators continues under the auspices of the Nursing Home Administrator Program. Sunset language provided the Department with authority over the program; however, an interagency agreement was entered into with the Department of Health Services (DHS) delegating oversight of the Program's day-to-day operations to DHS through June 30, 2001. Legislation has been proposed to permanently transfer the program to DHS.

OCCUPATIONAL THERAPY BOARD - Was created by the passage of SB 1046 and becomes operational January 1, 2002.

PRIVATE AND POSTSECONDARY AND VOCATIONAL EDUCATION - *Number of Board Members* refers to the Bureau's Advisory Committee.

SECURITY AND INVESTIGATIVE SERVICES – *Number of Board Members* refers to the Bureau's Disciplinary Review Committee.

Departmental Consumer Assistance Agencies

CONSUMER INFORMATION CENTER –Data from July 2000 to May 2001 was extracted from the Executone phone system. Data from June 2001 was extracted from the new Pacific Bell phone system.

CONSUMER ASSISTANCE PROGRAM - In FY 00/01,

the program experienced a significant increase in program participation for the Repair Assistance and Vehicle Retirement options, as compared to FY 99/00. Increases in program participation can be attributed to a statewide media campaign, increases in fees paid for the purchase of vehicles, regulation changes allowing more vehicles to qualify for repair assistance, and a full year of operation for these programs.

Licenses & Registrations

ACCOUNTANCY – Due to the nature of the Board's exams, data for *Written Pass Rate %* cannot be displayed in this table's format. The Certified Public Accountant (CPA) exam has four sections, not all of which must be taken at one time. A total of 19,656 individuals were scheduled to take some portion of the exam, and 15,461 actually sat for it. For the two exams given in FY 00/01, a total of 2,438 candidates (16%) passed the final portion(s) of the exam or passed the four-portion exam at one sitting.

ARCHITECTS – *Total Inactive Licenses/Registrations* includes delinquent, retired, 30/150-day temporary licenses. *Licenses/Registrations Renewed* data reflect biennial renewals every odd year. *Total Number of Exams Scheduled* represents the total number of exams taken for both the written and oral exams. The *Written Pass Rate %* represents an average of the pass rates for all nine separate divisions of the Architect Registration Examination.

ATHLETIC – *Applications Denied* includes

incomplete applications. *Exams Scheduled* and *Oral Pass Rate %* are boxer's physical and neurological examinations.

AUTOMOTIVE REPAIR AND SMOG CHECK – The decline in *Total Inactive Licenses/Registrations* is due to the decrease in applicant processing time. The decrease also reflects the removal of licenses that have remained inactive for three years. A decline in *Licenses/Registrations Renewed* is due to the implementation of new testing procedures, limited availability of training, and denials due to disciplinary history of applicants. *Written Pass Rate %* for the Smog Check Technician exam is 75% and 77% for the Brake/Lamp Adjuster exam. The *Written Pass Rate %* for the Lamp/Brake Adjuster exam is substantially higher than last year because the exam is now given for both initial and renewal applicants. Last year the exam was given only to initial applicants.

DENTAL AUXILIARIES – *Applications Denied* data are included in data reported by the Dental Board.

DISPENSING OPTICIANS – The Dispensing Optician Program includes four license types: Registered Dispensing Opticians (RDO), Non-Resident Contact Lens Seller Out-of-State (OS), Spectacle Lens Dispenser (SLD), and Contact Lens Dispenser (CLD).

ENGINEERS AND LAND SURVEYORS – *Applications Received* are those applications received within the timeframe of FY 00/01. Data reported for FY 99/00 *Inactive Licenses/Registrations* did not include retired or cancelled licenses. This year's data more accurately represents this category's definition. Data on actual *Licenses/Registrations Issued* and *Written Pass Rate % results* are based on October 2000 and April 2001 test administrations only.

PHYSICAL THERAPY – *Exams Scheduled* and the *Written Pass Rate %* are based on the National Physical Therapist and Physical Therapist Assistant

practice exams only. The Board also administered 1,461 California Law Examinations (laws and regulations) during FY 00/01. 1,328 applicants passed, resulting in a pass rate of 91%.

PHYSICIAN ASSISTANT – Includes Supervising Physician approval data: 1,234 *Applications Received*; 838 *Licenses/Registrations Issued*; 11,484 *Total Active Licenses/Registrations*; 4,240 *Inactive; Licenses/Registrations*; and 3,661 *Licenses/ Registrations Renewed*.

PODIATRIC MEDICINE – Includes limited license data: 71 *Applications Received*; 71 *Licenses/ Registrations Issued*; and 160 *Active. Licenses/Registrations Renewed* includes 77 "Fee Exempt" renewals.

PSYCHIATRIC TECHNICIANS – *Active Licenses* include a 150-day temporary license; *Inactive Licenses* include delinquent, inactive, and continuing education holds.

PSYCHOLOGY – Data reflect license and registration activity for Licensed Psychologists, Registered Psychologists, and Registered Psychological Assistants combined. *Applications Denied* is formal denials, withdrawals, and unqualified applicants. *Inactive Licenses/Registrations, Exams Scheduled, and Pass Rate %* data apply to Licensed Psychologists only.

RESEARCH PSYCHOANALYSTS – *Licenses/ Registrations Renewed* are renewed biennially in February of even-numbered years. The data reflects the number of renewals in odd-numbered years.

RESPIRATORY CARE – Effective July 1, 2000, all applicants for licensure as a Respiratory Care Practitioner must meet a two year educational requirement. Schools providing training have had to

change their curriculum from a one-year training program to a two-year training program during FY 99/00 to meet this new requirement. Due to the new licensing requirement, there has been a decrease in applicants.

SECURITY AND INVESTIGATIVE SERVICES – *Total Inactive Licenses/Registrations* has decreased due to the database being purged of non-renewable "delinquent" status records.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY – *Applications Received* and *Licenses/Registrations Issued* includes equivalency applications, effective January 1, 2000, as a result of AB 124.

STRUCTURAL PEST CONTROL – The Board conducted three licensing examinations resulting in the following *Written Pass Rate %* for each exam type: Field Representative 33%, Operator 32%, and Registered Applicator 83%.

VETERINARY MEDICINE – *Licenses/Registrations Issued* include 405 Veterinary, 96 Reciprocity, and 14 Intern; *Total Number of Exams Scheduled* includes 279 National Veterinary Licensing Examinations (NAVLE); 381 California State Boards (CSB); 96 Reciprocity Veterinary Licensing Examinations (RVLE); and 226 Regular Veterinary Licensing Examinations (VLE). *Written Pass Rate %* consists of 62% NAVLE, 87% CSB; and 100% VLE and RVLE.

VOCATIONAL NURSING – *Active Licenses* include 150-day temporary licenses. *Inactive Licenses* include delinquent, inactive, and continuing education holds.

Certificates & Permits

AUTOMOTIVE REPAIR AND SMOG CHECK – A decrease in the number of *Applications Received* occurred because a Gold Shield station is no longer required to renew its certification, leading to a decline in several of the activities associated with this program in FY 00/01.

CEMETERY AND FUNERAL – Data applies to both Apprentice Embalmers and Funeral Establishment Approvals to train Apprentice Embalmers. Previous years data did not include Approvals.

CONTRACTORS – Data for FY 99/00 for *Certificates and Permits* was significantly higher than this fiscal year due to implementation of the Home Improvement Certification Program that required licensees doing home improvement work to be certified by June 30, 2000.

DENTAL – The sizable increase in *Certificates and Permits* may be due to a new requirement for an Oral Conscious Sedation Permit and a new law rescinding the 50% Rule in additional offices which may have led to an increase in Fictitious Name Permits.

ENGINEERS AND LAND SURVEYORS – *Applications Received* are those applications received within the timeframe of FY 00/01. Previous year data did not accurately reflect *Total Active Certificates and Permits* due to the nature of the tracking system. Data on *Certificates/Permits Issued* and *Written Pass Rate %* are based on October 2000 and April 2001 test administrations only.

OUTPATIENT SETTINGS – *Applications Received* were for all four previously accredited agencies and all four agencies were renewed for another 3 years.

PHYSICIAN ASSISTANT - *Applications Received, Certificates/Permits Issued, and Total Active Certificates/Permits* are Physician Assistant Interim Approval permits.

PODIATRIC MEDICINE – *Certificates/Permits Issued* does not include incomplete Fictitious Name Permit applications that could not be issued.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – *Certificates/Permits Issued* include 4354 Certificates of Authorization and 631 Agency Permits.

PSYCHIATRIC TECHNICIANS – *Certificates/ Permits Issued* include 2 blood withdrawal certificates.

RESPIRATORY CARE – *Applications Received, Applications Denied, Active and Inactive* data are reported on the *License/Registration* chart.

SECURITY AND INVESTIGATIVE SERVICES – *Total Inactive Certificates/Permits* has decreased due to the database being purged of non-renewable “delinquent” status records.

VOCATIONAL NURSING – *Certificates/Permits Issued* include 9 interim permits, 452 blood withdrawal certificates, 1,252 intravenous therapy certificates, and 664 intravenous therapy, blood withdrawal certificates.

Fingerprints

ACCOUNTANCY – All applicants applying for licensure must submit *Fingerprints*, which are sent to the Department of Justice for a criminal history background check. During FY 00/01 there was an overall increase in the number of applicants applying for licensure that had committed crimes.

ATHLETIC – *Fingerprints* are required for original

promoter, matchmaker, and manager applicants.

BEHAVIORAL SCIENCE – In FY 00/01, the Board initiated Criminal History Information checks by the FBI (in addition to the checks already being done by the DOJ), this resulted in a 100% increase of the number of Criminal Records Received in 2000/2001.

CEMETERY AND FUNERAL – *Fingerprints* are required for funeral-related licenses only. However, the Bureau requires criminal record reports when prior convictions are indicated on cemetery-related license applications. In addition, criminal reports are received on licensees who have a subsequent conviction after licensure. The increase in *Criminal Records Received* was due to the nearly 600 candidates sitting for the Funeral Directors Exam in June 1999. The records were received in FY 00/01.

DISPENSING OPTICIANS – Only Contact Lens Dispenser and Spectacle Lens Dispenser require *Fingerprints*.

PHYSICIAN ASSISTANT - *Fingerprints* apply to Physician Assistant licenses only.

PSYCHIATRIC TECHNICIANS – *Fingerprints includes* 47 rap sheets and 5 subsequent arrest reports.

STRUCTURAL PEST CONTROL – *Fingerprints* are only requested of applicants indicating a prior conviction on their application.

VOCATIONAL NURSING – *Fingerprints* – The *Number of Criminal Records Received* includes 311 rap sheets and 88 subsequent arrest reports.

Approvals/ Accreditation and Continuing Education

ACCOUNTANCY – The Board does not approve *Continuing Education Providers* with the exception of Professional Conduct and Ethics (PC&E) course providers. Therefore, these statistics display only the number of providers approved for the PC&E requirement, and does not include the many providers offering other continuing education courses.

ACUPUNCTURE – The *Number of Approvals/Accreditation* has decreased due to deleting the files of providers who did not renew their provider status.

PHYSICIAN ASSISTANT – *Number of Approvals/Accreditation* are the number of approved Physician Assistant training programs.

PHYSICAL THERAPY – *Number of Approvals/Accreditation* are schools with Physical Therapy educational programs approved by the American Physical Therapy Association and accepted by the Board.

PODIATRIC MEDICINE – *Number of Continuing Education Audits* decreased from last fiscal year due to temporarily discontinuing the audits in FY 00/01. The audits are being restructured and are scheduled to resume November 2001.

VETERINARY MEDICINE – *Number of Continuing Education Audits*: Effective January 31, 2002, the Board will begin auditing the licensees to ensure continuing education requirements are met.

Complaints Received

ATHLETIC - *Public* is telephone and email complaints regarding unlicensed mixed martial arts events and martial arts schools. *Internal/Other* is boxer/manager contract disputes.

AUTOMOTIVE REPAIR AND SMOG CHECK – *Internal/Other* complaints decreased because the Bureau stopped counting its internally initiated unlicensed activity efforts as complaints.

HEARING AID DISPENSERS – *Internal/Other* includes complaints received anonymously.

PHARMACY – *Internal/Other* includes application investigations.

Complaints Closed Without Going to Investigation

AUTOMOTIVE REPAIR AND SMOG CHECK – *Unlicensed/Unregistered* complaints closed decreased because the Bureau stopped counting its internally initiated unlicensed activity efforts as complaints.

PHARMACY – *Other* includes application investigations.

SPEECH-LANGUAGE PATHOLOGY AND AUDIOLOGY – Complaint enforcement activity decreased in FY 00/01 due to Board status. Effective July 1, 1999, the Board was sunsetted and became a program under the Department of Consumer Affairs. On January 1, 2000 it was reestablished. However Board members were not appointed to the Board until December 2000.

Informal Actions

CEMETERY AND FUNERAL – Substantial increases in the number of *Warning/Cease and Desist Letters Issued* and *Reprimand/Violation/Education Letters Issued* is due to hiring additional field staff and restructuring enforcement operations.

PSYCHIATRIC TECHNICIANS – *Office Conference/Informal Hearing* includes 30 probation compliance meetings.

VOCATIONAL NURSING – *Office Conference/Informal Hearing* includes 80 probation compliance meetings.

Complaints Referred to Sworn Investigators for Investigation

ACCOUNTANCY - *Investigations Closed and Referred To AG* data are included with data reported on the "Complaints Referred to Non-Sworn Investigators for Formal Investigation" table. *Investigations Pending* include investigations pending completion by the Division of Investigation or pending closure or further action by Board staff.

CEMETERY AND FUNERAL – FY 99/00 data for *Referred to DA/CA* should have been reported as 0.

COURT REPORTERS – *Investigations Opened* may include cases sent directly to the Deputy Attorney General's Office for disciplinary action.

REGISTERED NURSING – The tracking system does not permit data separation of *Sworn and Non-Sworn Investigators* for investigations.

VETERINARY MEDICINE – *Referred to AG* data includes complaints that were sent directly to the Attorney General's office without formal investigation because the initial evidence was sufficient to support an accusation.

Complaints Referred to Non-Sworn Investigators for Investigation

ACCOUNTANCY – Of the 124 *Total Investigations Closed*, 15 are Complaints Referred to Sworn Investigators for formal investigation. *Referred to AG* includes complaints referred to both sworn and non-sworn investigators.

ARCHITECTS – Due to the heavy workload at the Division of Investigation (DOI), Board staff and non-sworn investigators were used in lieu of DOI.

AUTOMOTIVE REPAIR AND SMOG CHECK – *Investigations Opened* and *Investigations Closed* reflect the use of Bureau Investigators in lieu of DOI. *Unlicensed/Unregistered* data decreased because the Bureau stopped counting its internally initiated unlicensed activity efforts as investigations

ENGINEERS AND LAND SURVEYORS - *Investigations Opened* includes 25 complaints submitted to the Division of Investigation (DOI) for assistance. *Investigations Closed* include 19 complaints closed by the Board that DOI returned for further action after completing its portion of the investigation. *Investigations Pending* include 35 pending at DOI. *Referred to DA/CA* data are DOI referrals to the District Attorney for criminal prosecution.

Actions Filed

AUTOMOTIVE REPAIR AND SMOG CHECK – *Citations Issued* increased due to full implementation of the Smog Check Station Quality Assurance Inspection Program. Stations with repeated or chronic violations are now progressing to citations. *Interim Suspension Orders* decreased due to the utilization of an alternative fast track administrative disciplinary action and/or criminal filing.

DENTAL BOARD - *Criminal Actions* include those filed in *Civil* courts.

PHYSICIANS AND SURGEONS – *Interim Suspension Orders* include 17 interim orders; 0 temporary restraining orders; 7 automatic suspension orders; 6 out-of-state suspension orders; 11 license restrictions; and 3 stipulated agreements to suspend or restrict the practice of medicine.

Administrative Outcomes

ATHLETIC - *Revocation* is professional boxers retired for inability to compete. *Suspension Only* is medical suspensions for boxers knocked out, injured, etc.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – *Other Decisions* are abandoned applications.

Petitions for Penalty Relief

AUTOMOTIVE REPAIR AND SMOG CHECK – Data reported for *Petitions For Penalty Relief* in previous years did not fully represent this category's definition. Data reported for FY 00/01 are an accurate representation.

Inspection Data

ATHLETIC – *Number of Inspections* includes amateur and professional boxing and martial arts events, boxing gyms, mixed martial arts, and submission fighting events. *Notices of Violation Issued* include unlicensed mixed martial arts events.

AUTOMOTIVE REPAIR AND SMOG CHECK – The Bureau's Quality Assurance Inspection Program was fully implemented in FY 00/01, thus increasing overall *inspection* data.

BARBERING AND COSMETOLOGY – *Notices of Violation Issued* are included in the Inspection Citations Issued data. *Compliance Verified* includes compliance received for citations issued to establishments and to individuals cited within the establishment. *Inspection Citations Issued* includes citations issued to establishments and to the individuals within the establishment.

CEMETERY AND FUNERAL – The Bureau does not have the authority to issue *Notices of Violation*. Data was erroneously reported in that category in the past.

GUIDE DOGS FOR THE BLIND - The Board inspects each school at least once a year.

Drug Diversion Programs

SPEECH-LANGUAGE PATHOLOGY AND

AUDIOLOGY – The Board does not have its own *Drug Diversion Program*, as reflected in last year's report as n/a for this category. This year one individual was referred to an outside drug diversion program. The program was not completed and the individual voluntarily surrendered a license (included in chart on Administrative Outcomes Against Licensees).

Monetary Savings /Cost Recovery/Restitution

ACUPUNCTURE – More stringent Board standards for cost recovery have led to an increase in *Total Cost Recoveries Ordered to the Board*.

AUTOMOTIVE REPAIR AND SMOG CHECK – In FY 99/00, *Total Restitution Ordered to Consumers* was high due to over \$1.8 million in settlements from two major cases.

BEHAVIORAL SCIENCE – *Total Cost Recoveries Ordered to the Board* include \$112,902 for administrative decisions and \$11,950 for Citation Decisions for a total of \$124,852.

CEMETERY AND FUNERAL – *Total Restitution Ordered to Consumers* includes restitution ordered by disciplinary actions and ordered to consumer trust funds by Bureau audits of trust fund reports. Normally consumers are not aware of the trust issues between the Bureau and a licensee. The Bureau independently identifies the problem and obtains compliance from the licensee by contributing to the trust fund.

DENTAL – The substantial increase in *Total Cost Recoveries Ordered to the Board* is due to one petitioner paying \$9,250 for reinstatement of a revoked license, the Board requiring a payment of \$395 for reinstatement of a license, and administrative law judges ordering more payment for prosecutorial costs.

PHYSICIANS AND SURGEONS – *Total Cost Recoveries Ordered to the Board* includes \$635,024 for probation monitoring costs ordered and \$1,436,670 in cost recovery ordered.

PRIVATE POSTSECONDARY AND VOCATIONAL EDUCATION – *Refunded to Consumers* is from the Student Tuition Recovery Fund.

PSYCHOLOGY – *Total Cost Recoveries Ordered to the Board* include enforcement costs ordered of \$87,039, probation monitoring costs billed of \$55,654 and citations and fines ordered in the amount of \$3,450.

RESPIRATORY CARE – *Total Cost Recoveries* in FY 99/00, was in the amount of \$260,567 (not \$160,567 as erroneously reported).

STRUCTURAL PEST CONTROL - The Board does not currently have a tracking system to collect data for *Total Cost Recoveries Ordered to the Board*; therefore, data reported for FY 00/01 may not be fully represented.

GLOSSARY OF TERMS

Accusation - A formal, written statement of charges.

Average Consumer Repair Cost – Average cost of parts and labor paid by a consumer towards repair of a vehicle's emissions system once the vehicle has been approved to participate in the Repair Assistance Program by the Bureau of Automotive Repair's Consumer Assistance Program.

Average State Repair Cost - Average cost of parts and labor paid by the state towards repair of a vehicle's emission system once the vehicle has been approved to participate in the Repair Assistance Program by the Bureau of Automotive Repair's Consumer Assistance Program.

Average Total Repair Cost – Average total cost of parts and labor paid by the state and consumer combined towards repair of a vehicle's emission system once the vehicle has been approved to participate in the Repair Assistance Program by the Bureau of Automotive Repair's Consumer Assistance Program.

B&P Code - The Business and Professions Code that contains the statutes governing the Department of Consumer Affairs and its licensing boards.

B&P Code Section 480-485 - A statute whereby applications are denied.

B&P Code Section 800 - A statute requiring specified healing arts boards to create and maintain a central file containing a historical record of licensees.

Call Center Actions – The subject matter of each call answered at the Consumer Information Center is coded and captured by the Automated Call Distributor System (ACD). The ACD will allow entry of up to three subject matter identification codes per call. Each of the codes captured by the ACD is referred to as a call center action. Total call center action codes captured for each client board/bureau are displayed under three main category types: complaint related, general inquiries, and licensing related.

Certificate/Permit - A document issued to an individual who also holds a valid license or registration that requires a secondary permit or certificate for specialized work.

Citation - A written formal order to pay a fine and/or correct a condition.

Civil Action - A court proceeding initiated by a person or other entity to enforce private rights or obtain redress.

Complaint - A communication alleging a violation of the Practice Act.

Continuing Education - Additional education required by a board for licensure renewal.

Contractual - Failure to provide or comply with terms of contract/invoice or to honor warranty.

Conviction of a Crime - Conviction of a crime related to the practice or profession. (*Design/Construction Agencies only*)

Cost Recovery - An order directing a licensee to pay the costs of investigating and prosecuting an

administrative disciplinary action against the licensee.

Criminal Action - The proceeding by which a party charged with a crime is accused and brought to trial.

Criminal Charges/Convictions - Misdemeanor or felony charges of conviction reported to the Boards/Commission, regardless of the nature of the crime (i.e. criminal conviction for embezzlement is categorized under this category, not "fraud". (*Healing Arts Agencies only*))

Drug Related Offenses - Violations involving controlled substances or dangerous drugs in which self-use has not been established. For example, illegally obtaining, diverting, or possessing drugs; falsifying records pertaining to drugs, illegal sales of drugs, or illegal/ inappropriate prescribing or dispensing. (*Healing Arts Agencies only*)

Formal Investigations by Non-Sworn Investigators - Complaints referred to a non-sworn board investigator, inspector, or consultant to determine if violation of law has occurred.

Formal Investigations by Sworn Investigators - Complaints referred to the Division of Investigation or a sworn board investigator to determine if violations of law have occurred.

Fraud - Intentional acts of misrepresentation, supplying false information in connection with license application or renewal, illegal advertising, misleading advertising, substitution of goods/services, fraudulent billing (including Medi-Cal and insurance fraud), or unfair business practices (B&P Code 17200).

GLOSSARY OF TERMS

Health & Safety - Improper use of a toxic or hazardous substance, prescription abuses, sanitation deficiencies and sale of dangerous substances or products.

Incompetence/Negligence - Substandard workmanship, departure from professional standards of practice, inadequate skills or lack of knowledge. (*Design/Construction and Business Services Agencies only. See Negligence/Incompetence for Healing Arts Agencies*)

Informal Action - Notification informing a licensee that he or she is in violation of the statutes or regulations of a board/committee. The notification is accomplished by a letter of reprimand, notice of warning, violation letter, office conference, informal hearing, education letter, or cease and desist letter.

Inspection - Inspection of a licensed business resulting from a consumer complaint or other enforcement purpose.

Interim Suspension Order - A temporary order of an Administrative Law Judge that immediately suspends a license pending the outcome of disciplinary action taken by the board.

Monetary Savings - A refund to the consumer through mediation efforts (between a consumer and a licensee) of actual money, services performed without charge, changes made in dollar amounts owed by the consumer or return and exchange of product purchased.

Negligence/Incompetence - Quality of care issues, departure from professional standards of practice, inadequate skills, lack of knowledge, excessive treatment, inadequate or inappropriate

supervision, reports of malpractice, or hospital disciplinary reports. (*B&P Code 800, Healing Arts Agencies only*)

Non-Jurisdictional - Issues not specifically covered by statute (fee disputes, discourtesy, referrals to other agencies, etc.).

Notice of Violation - A notice to a licensee documenting the licensee's failure to comply with a statute or regulation.

Personal Conduct - Drug/alcohol abuse, moral turpitude, mental illness, or conviction of a crime (regardless of the nature of the crime).

Petition for Modification/Termination of Probation - A request by a licensee who is on probation as a result of a disciplinary action to change or delete specified terms of the probation or to end the probation prior to its designated completion date.

Petition for Reinstatement - A request by a licensee whose license has been revoked to have the license reinstated.

Petition to Compel Examination - A formal order by the board requiring a licensee to take a psychological, physical, or competency exam. Failure to comply with said order may result in additional action by the board.

Petition to Revoke Probation - A request filed by the board/committee to terminate probation resulting from the licensee's failure to comply with some or all terms of probation.

Probation - A license placed on probation as a result of a disciplinary action with specified terms and conditions attached. (Also included is suspension stayed, probation only; revocation stayed, probation only; revocation stayed, condition and probation; and initial licenses and reinstatements issued on probation.)

Probation with Suspension - When a license is placed on probation with a specified suspension period that resulted from a disciplinary action. (Also included are revocation stayed, suspension and probation; suspension stayed, suspension and probation; revocation stayed, suspension, condition and probation.)

Product/Service Quality - Defective goods, product does not perform as warranted, or dissatisfaction with services rendered.

Professional Misconduct - Unlawful business practices, abandonment, failure to release/return records, or aiding and abetting unlicensed activity. (*Design/Construction Agencies only*)

Public Reprimand - A reproof of a licensee that is a matter of public record for conduct in violation of the law. (Also included are public letters of reprimand pursuant to B & P Code Section 2233.)

Referred to AG - When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions Code, the results are submitted to the State Attorney General (AG) for administrative purposes.

Referred to DA/CA - When an investigation of a complaint regarding the conduct of a licensee reveals violation of the Business and Professions

GLOSSARY OF TERMS

Code, the results are turned over the local district attorney (DA) or a city attorney (CA) for legal action.

Restitution - An order from a court directing a licensee to pay the consumer moneys resulting from a disciplinary action against the licensee.

Restraining Order - An order from a court to refrain from engaging in particular unlawful conduct.

Revocation - The invalidation of an individual's license to practice a profession as a result of an administrative or disciplinary action.

School Approval/Accreditation - Certification that a school meets the required criteria for licensure.

Sexual Misconduct - Any act of sexual misconduct including sexual abuse, sexual contact or relations with client, sexual harassment, etc. *(Healing Arts and Business Services Agencies only)*

Statement of Issues - A formal written statement of charges denying an application for a license.

Substance Abuse or Mental/Physical Impairment - Drug or alcohol abuse, or impairment due to mental or physical illness. *(Healing Arts Agencies only)*

Surrender of License - The voluntary surrender of a license by the licensee resulting from a disciplinary action.

Suspension - A decision resulting from a disciplinary action whereby the right to practice a

profession is temporarily discontinued or withdrawn. (Also included is revocation stayed, suspension only.)

Total Emissions Reduction (in tons) – The gross emissions reduction benefit (in tons) attributed to vehicles repaired or retired under the Bureau of Automotive Repair's Consumer Assistance Program.

Total Number of Gross Polluters – Total number of vehicles participating in either the Vehicle Repair Assistance Program or Vehicle Retirement Program that recorded emissions at the gross polluter level during the vehicle's initial smog check resulting in test failure. A vehicle is deemed a gross polluter when the gaseous pollutants emanating from the tailpipe exceed the maximums permitted for the year, model, and weight category of the vehicle.

Total Stations/Dismantlers Participating – The total number of smog repair stations and dismantlers approved to participate in the Repair Assistance or Vehicle Retirement Programs through signed formal agreement with the Bureau of Automotive Repair's Consumer Assistance Program.

Total Vehicles Repaired/Retired – Total number of vehicle emission systems repaired or vehicles retired through participation in the Repair Assistance or Vehicle Retirement Programs. Vehicles are considered repaired or retired when the Bureau of Automotive Repair's Consumer Assistance Program approves the invoice.

Unlicensed/Unregistered - Unlicensed/unregistered activity, or aiding and abetting unlicensed activity.

Unprofessional Conduct - Unlawful business practices, abandonment, failure to release/return records, or breach of confidentiality. *(Business Services Agencies only)*

Unprofessional Conduct - Patient/Client abandonment, failure to release return records, breach of confidentiality, unethical practices, acts of violence, theft, failure to report abuse (child, spousal, elder or dependent adult), dual relationships. *(These complaints do not include criminal convictions/charges and relate to Healing Arts Agencies only)*